**Dear Service Unit Teams,**

We are happy to introduce the 2014-2015 Service Unit Plan. Your service unit specialist will schedule a time to review this planning tool with you. Based upon feedback from our volunteers we have organized this breaking the program year into quarters. Please note that in our customized support to service units we have added a staff support needed for that quarter. We recognize that specific needs may come up through the year but there may be supports that you would like to plan into your schedule. (i.e. requesting camp staff to promote camp, specialized support for troop leaders, etc.)

As you consider planning any special events or activities, please consider if there is an opportunity to promote short term volunteer needs to Girl Scout Alumnae. We are working closely with the Alumnae Association this year to identify events throughout our jurisdiction that may be opportunities for adults to assist.

As you complete this Service Unit Plan we also ask that the following items be completed.

* Service Unit Finance Report: This form is due to River Valleys by June 30 in order to receive service unit funding in the fall.
* 2015 Service Unit Roster: This form provides River Valleys with the names and contact information of service team members, meeting times/locations, and social media/web addresses. Due to River Valleys by June 30.
* Both resources are available at GirlScoutsRV.org, under “Forms”

This year we are asking that you submit a copy of your Service Unit Plan along with your Service Unit Finance Report and Roster. The information included in this plan will assist staff in making sure we provide good customer service and support as you progress through the year.

Have a great program year!

Yours in Girl Scouting,



Janet Gracia, Senior Vice President, Membership Support

River Valleys

| **July – September 2014 (4th Qtr. 2014)** |
| --- |
| **Scheduled/ Completed** | **Focus Area** | **Activities** | **Who’s responsible?** |
| \_\_/\_\_/\_\_ [ ] | **Recruitment / Registration** | * Order parade and summer recruitment materials via recruitment materials order form (on [Organizer/Recruiter](http://www.girlscoutsrv.org/volunteers/service-units/organizerrecruiter/) page at GirlScoutsRV.org)
* Develop schedule of all back to school events in schools within service unit
* Submit Back To School Volunteer Coverage Information form (designated volunteers will receive supplies)
* Schedule/reserve fall recruitment locations and submit recruitment supply orders via recruitment materials order form (on [Organizer/Recruiter](http://www.girlscoutsrv.org/volunteers/service-units/organizerrecruiter/) page at GirlScoutsRV.org)
* Plan and hold recruitment event/s
* Request Certificates of Insurance for meeting facility locations (forms signed by River Valleys)
 | SUMOrganizer/RecruiterSchool Liaison |
| \_\_/\_\_/\_\_ [ ] | **Retention / Troop Support** | * Remind existing troops who did not early register to do so now and offer assistance where needed
* Continue to identify and provide information to Council about returning troops that have availability to add girls to be included in troop catalog
* Identify SU volunteers that will receive weekly membership reports
 | Registrar |
| \_\_/\_\_/\_\_ [ ] | **Product Program** | * Plan and communicate appropriate dates for trainings/ distribution of Fall Product Program Activity calendar/materials to troops August - November
* Encourage and support troops to participate in activity
 | Fall Product Program Mgr.  |
| \_\_/\_\_/\_\_ [ ] | **Family Giving** | * Review Family Giving goal and status for current year
* Send communication to families to reach remaining goal
* Submit donations to River Valleys by September 30
* Create a Family Giving Campaign plan for the year
* Review [Annual Giving Coordinator](https://girlscoutsrv.box.com/shared/static/0qjvcgt6c3lvb27icfba.pdf) training materials
 | Family Partnership Champion |
| \_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ] | **Service Unit’s Choice Events\*** | * Plan event schedule to support Girl Scout program (i.e. Thinking Day, Cookie Rally, Court of Awards) utilizing the [Service Unit Event Guide](http://www.girlscoutsrv.org/forms-documents/#T)
* Review [Planning Guide resources](http://www.girlscoutsrv.org/volunteers/troop-leaders/) and share upcoming council and service unit events that support Planning Guide completion
* Identify needs for event volunteers that could be promoted in the adult volunteer catalog and to alumnae volunteers.
 | Resource CoordinatorEvent Coordinators |
| \_\_/\_\_/\_\_ [ ] | **Miscellaneous / Governance** | * Schedule leader meetings, reserve space if needed and communicate dates/places/times to volunteers
* Submit Delegate Information Form/s by September 15 if not already done
 | Service Unit Team |
|  | **Staff Support Needed This Quarter** |  |  |

| **October – December 2014 (1st Qtr. 2015)** |
| --- |
| **Scheduled/ Completed** | **Focus Area** | **Activities** | **Who’s responsible?** |
| \_\_/\_\_/\_\_ [ ] | **Recruitment / Registration** | * Welcome new volunteers to SU with welcome calls and/or volunteer mentoring (New Leader Mentor)
* Continue to ensure that all troops have completed registration
* Plan Kindergarten round-up participation as needed
 | RegistrarFast Start/ New Leader  |
| \_\_/\_\_/\_\_ [ ] | **Retention / Troop Support** | * Connect with and support Juliette (individual) Girl Scouts in the service unit
* Promote Council Troop Support as a resource for troop leaders
* Promote [online learning resources for leaders](http://www.girlscoutsrv.org/volunteers/troop-leaders/)
 | Juliette MentorResource Coordinators |
| \_\_/\_\_/\_\_ [ ] | **Product Program** | * Begin Fall Product Program
* Distribute Cookie Program Activity calendar/materials to troops
* Plan appropriate dates for trainings/distribution of cookie information November - April
* Hold Troop Cookie Manager Training(s)
 | SU Fall Product Program Mgr.SU Cookie Product Mgr.Event Coordinator |
| \_\_/\_\_/\_\_ [ ] | **Family Giving** | * Service Units that reached last year’s family giving goals must report their choice of incentive by October 31, 2014
* Discuss the purpose of Family Giving with families
* Communicate Family Giving plan to families, including current year service unit goal
 | Family PartnershipChampion |
| \_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ] | **Service Unit’s Choice Events\*** |  |  |
| \_\_/\_\_/\_\_ [ ] | **Miscellaneous / Governance** | * Plan for promoting camp opportunities for the program year at a service unit meeting (for assistance contact staff at camps@girlscoutsrv.org )
* Submit [Day Camp Interest Indicator](http://www.girlscoutsrv.org/volunteers/service-units/volunteer-led-day-camps/day-camp-director/day-camp-application/) by October 15 if the service unit plans to hold a day camp
 | Resource CoordinatorDay Camp Director |
|  | **Staff Support Needed This Quarter** |  |  |

| **January – March 2015 (2nd Qtr. 2015)** |
| --- |
| **Scheduled/ Completed** | **Focus Area** | **Activities** | **Who’s responsible?** |
| \_\_/\_\_/\_\_ [ ] | **Recruitment / Registration** |  | Registrar |
| \_\_/\_\_/\_\_ [ ] | **Retention / Troop Support** | * Ensure girls are registered as members to participate in cookie program activity using service unit report
 | Registrar |
| \_\_/\_\_/\_\_ [ ] | **Product Program** | * Hold Service Unit Cookie Rally in January (vip.littlebrownie.com) – include girl planning
* Cookie Go Day on February 14
 | Troop Cookie Mgr./Product Program Mgr. |
| \_\_/\_\_/\_\_ [ ] | **Family Giving** | * Schedule, promote, and/or hold Family Giving event/campaign
* Request any needed Family Giving materials: giving envelopes, handouts, or display boards to assist in your efforts
 | Family PartnershipChampion |
| \_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ] | **Service Unit’s Choice Events\*** | *
 | ResourceCoordinatorEvent Coordinator |
| \_\_/\_\_/\_\_ [ ] | **Miscellaneous / Governance** | * Invite River Valleys camp staff to attend service unit meeting to promote camp opportunities for the program year - contact them at camps@girlscoutsrv.org
* Submit Appreciation pin, Honor pin and Thanks I & II Badge nominations due in March and submit additional awards nominations due the 15th of the month prior to the service unit’s event (more info on [Adult Awards](http://www.girlscoutsrv.org/volunteers/resources-training/adult-awards/) at GirlScoutRV.org)
* Highlight/observe the following Girl Scout events:
	+ Girl Scout Birthday March 12 - consider distributing bulletin inserts to local faith communities or planning activities or community service
	+ National Volunteers Week/Girl Scout leader Day April 22 – say “thanks” to SU adult volunteers/leaders
 | SUM and team |
|  | **Staff Support Needed This Quarter** |  |  |

| **April – June 2015 (3rd Qtr. 2015)** |
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| **Scheduled/ Completed** | **Focus Area** | **Activities** | **Who’s responsible?** |
| \_\_/\_\_/\_\_ [ ] | **Recruitment / Registration** | * Hold Spring Rallies = plan and hold spring recruitment events
* Work with SU Specialist to plan/create new fall online troop catalog
* Encourage existing troops that can welcome new girls in the fall to add their information to the newly created fall online troop catalog
* Recruit adults for troop catalog to start assigning leadership to troop catalog
* Order parade and summer recruitment materials via recruitment materials order form (on [Organizer/Recruiter](http://www.girlscoutsrv.org/volunteers/service-units/organizerrecruiter/) page at GirlScoutsRV.org)
 | Organizer/ Recruiter |
| \_\_/\_\_/\_\_ [ ] | **Retention / Troop Support** | * Encourage participation in Early Registration by June deadline
* Review troop status-submit disband forms as needed
* Stay in contact with newly recruited adults in preparation for fall
 | Registrar |
| \_\_/\_\_/\_\_ [ ] | **Product Program** | * Distribute Cookie incentives to leaders/troops.
 | Product Program Mgr. |
| \_\_/\_\_/\_\_ [ ] | **Family Giving** | * Promote service unit participation in Give to Girl Scouts day on May 15
* Ensure family giving funds have been submitted
 | Family Partnership Champion |
| \_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ]\_\_/\_\_/\_\_ [ ] | **Service Unit’s Choice Events\*** | * Celebratesuccess – hold a Service Unit Court of Awards/Bridging Ceremony/Gold Award and Silver Award Ceremony. Include girl planning. Resources are available at GirlScoutsRV.org
 | Event Coordinator |
| \_\_/\_\_/\_\_ [ ] | **Miscellaneous / Governance** | * Submit service unit finance report by June 30 to receive service unit funding in fall. Submit troop bank account finance reports (forms found on the [treasurer](http://www.girlscoutsrv.org/volunteers/service-units/treasurer/) page at GirlScoutsRV.org)
* Submit service unit roster (form on the [service unit](http://www.girlscoutsrv.org/volunteers/service-units/treasurer/) page at GirlsScoutsRV.org)
* Hold Delegate elections and submit Delegate information forms if not already done
* Begin planning for next year with new Service Unit Plan chart – review/discuss with Service Unit Specialist
* Ask for feedback from volunteers and leaders about the year’s service unit activities. Sample evaluations can be found in the Service Unit Manager Orientation or use your own format
 | SUM and team |
|  | **Staff Support Needed This Quarter** |  |  |